NEW HAMPSHIRE
Emergency Medical Services
Management Training Program

PRESENTED BY
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Purpose Statement

Develop and provide a training program, with a rural focus, for Emergency Medical Services (EMS) Managers.

Partners

New Hampshire Division of Public Health Services, Rural Health and Primary Care

New Hampshire State Bureau of Emergency Medical Services

New England Council for Emergency Medical Services

New England Rural Health RoundTable
# Project Description/Methods

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<th>Phase One</th>
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<td><strong>Fund and create a comprehensive, 8 module EMS Management Course based on</strong></td>
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<td><strong>the 14 components of the EMS system defined in the <em>Rural and Frontier Emergency Medical Services Agenda for the Future.</em></strong></td>
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<th>Phase Two</th>
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<td><strong>Deploy EMS Management course by individual modules in various education venues throughout New England, including CT, MA, ME, NH, NY, RI and VT.</strong></td>
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<td><strong>Provide a full 40-hour EMS Management Course at the NH Fire Academy so participants can complete and benefit from all the modules. Course will be repeated annually.</strong></td>
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<td><strong>Develop an EMS Management Academy to provide EMS Leadership and Management Courses for all levels of EMS Leaders and Managers in the State with particular benefit to small and rural EMS agencies.</strong></td>
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An EMS Manager Course was created and deployed in New England based on the 14 components of an EMS system and geared toward the Rural EMS Manager. The eight modules are:

Module 1  An Introduction to EMS Management (8 hours)
Module 2  Human Resources (8 hours)
Module 3  System Finance (8 hours)
Module 4  Clinical Issues (2 hours)
Module 5  Communication and Information Systems (2 hours)
Module 6  Educations Systems (2 hours)
Module 7  Public Information, Education & Relations (4 hours)
Module 8  Nuts & Bolts of Logistics and Operations (6 hours)

A complete EMS Manager Course was run for the benefit of NH EMS Managers. Participant feedback rated the course as excellent.

Development of an EMS Management Academy to provide Leadership and Management Training for all levels of EMS Managers.
Key Dates

- **2007–2009:** Eight module course was developed by New England Council for EMS
- **2009–2011:** Individual modules from course run each year at a state EMS conference
- **June 2011:** Full EMS Management Course run over three weeks
- **Fall 2011–Spring 2012:** Development of NH EMS Management Academy
- **April 2012:** Next full EMS Management Course
Budget

- **$5,000**: Provided by the NH SORH for the initial development of the eight course modules (combined with matching funds from the Massachusetts, Maine and Vermont SORHs for a total of $20,000).

- **$6,175**: Provided in 2011 grant year by NH Flex program to run a full 8-module course for 18 participants. Funding supported instructors, facility—including dorms, meals and most of course fee.

- **$75**: All participants paid a $75 fee directly to NECEMS for course certificate and incentive to commit to full course participation.

- **$6,500**: Budgeted in 2012 grant year by NH Flex program to run a full 8-module course for 18 participants. Funding to support instructors, facility—including dorms, meals and most of course fee.

- **$$$:** Further funding to be determined in collaboration with NH Bureau of EMS as the EMS Leadership Academy is developed.
Service Area Impacted by First Full EMS Manager Course

- Number of NH EMS Services benefiting from full course: 19
- Number of Services based in Rural Communities: 12/19
- Critical Access Hospital catchment areas impacted: 5/13
- Number of Primary Communities covered by Services: 39
- Rural Primary Communities: 26/39
- Number of Secondary (Mutual Aid) Communities by Services: 17
- Rural Secondary Communities: 17/17
Lessons Learned

- Deploying individual modules only once or twice a year meant the full course could take 4–5 years to complete.
- Participants identified one of the greatest benefits of the course was the ability to network and share ideas and solutions with other EMS managers.
- Participants identified a greater need for EMS leadership courses to include entry-level and advanced EMS officer courses, field supervisor and preceptor training, billing overview and management, HR management, HIPAA Compliance, and QA/QI program development.
- Scheduling for full-time, part-time and volunteer participants was challenging. A mix of a full weekend and two weekday classes was used and then (surprisingly) supported by student feedback for future courses.
**Next Steps**

- Conduct another full EMS manager training this next Flex grant year.

- Develop the concept of an EMS Leadership Academy with SORH/Flex funding helping with startup. EMS clinical courses are readily available in the EMS community, however, EMS Leadership courses are almost non-existent and a real need has been identified.

- Prize money from this competition would go directly to development of the New Hampshire EMS Leadership Academy.

First NH EMS Management Class